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ABSTRACT

This document presents an outline for a 135-hour course prepared to help students become employable by performing the required service of the automotive body repairman. The course is designed to familiarize the student with the management operation of an automotive body and refinishing shop. The student will receive a general orientation to his particular field and the world of work in general; information concerning the body shop office, the waiting room, the body shop building and shop management; together with cooperative employment and on-the-job training. Behavioral objectives and performance standards are identified for each of the areas of instruction. A twelve item bibliography, a list of eight films, and a Quinmester post test sample are included. (KP)

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AUTHORIZED COURSE OF INSTRUCTION FOR THE QUINMESTER PROGRAM

V-31

Course Outline
AUTOMOTIVE BODY REPAIR AND REFINISHING 3 - 9037
(Body Shop Management)
Department 48 - Quin 9037.04

DADE COUNTY PUBLIC SCHOOLS
DIVISION OF INSTRUCTION • 1973

ED 092715

D A D E C O U N T Y P U B L I C S C H O O L S

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M I A M I, F L O R I D A 3313?

Course Outline

AUTOMOTIVE BODY REPAIR AND REFINISHING 3 - 9037
(Body Shop Management)

Department 48 - Quin 9037.04

county office of

VOCATIONAL AND ADULT EDUCATION

THE SCHOOL BOARD OF DADE COUNTY

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Dr. E. L. Whigham, Superintendent of Schools
Dade County Public Schools
Miami, Florida 33132

January, 1973

Published by the School Board of Dade County

COURSE DESCRIPTION

9037	48	9037.04	BODY SHOP MANAGEMENT
State Category Number	County Dept. Number	County Course Number	Course Title

This quinmester course is designed to familiarize the student with the management operation of an automotive body and refinishing shop. The senior student will be placed in industry on a cooperative basis in order to learn about shop management on-the-job. The student will receive the general information, technical knowledge, basic skills, attitudes and values that are required for job entry level as an auto body repair and refinisher helper. This course will be given in a 9-week quinmester period.

Indicators of success: The applicant must demonstrate an eighth grade equivalency score in reading and mathematics. Also have average ability in mechanical aptitudes.

Clock hours 135

PREFACE

The following quinmester course outline is a guide to help students become employable by performing the required service of the automotive body repairman.

This course is designed as a foundation quinmester course for the auto body repairman and refinisher. This outline consists of four blocks of instruction which are subdivided into several units each. It is one part of a series of quinmester outlines designed for the complete auto body repairman and refinisher. This course is 135 hours in length.

Prerequisites for this course are as follows: The student should have an eighth grade equivalency score in reading, comprehension, arithmetic fundamentals and mechanical aptitude. The student must be physically and mentally able to profit from this training.

Prior to entry into this course, the vocational student will display mastery of the skills indicated in Cost Estimating Collision Damage (9037.03).

Instruction will consist of demonstrations, lectures, group discussions, audio visual aids, and resource people from industry. Instructions will be flexible to meet individual needs and abilities.

The bibliography appearing on the last page of this outline lists several basic references, with supplementary references and audio visual aids.

This outline was developed through the cooperative efforts of the instructional and supervisory personnel, the Quinmester Advisory Committee and the Curriculum Materials Services and has been approved by the Dade County Vocational Curriculum Committee.

TABLE OF CONTENTS
with Suggested Hourly Breakdown

	Page
PREFACE	i
GOALS	iii
SPECIFIC BLOCK OBJECTIVES	iv
BIBLIOGRAPHY	5

BLOCK

I. ORIENTATION (6 Hours)	
Objectives of The Course	1
Student Benefits	1
Student Responsibilities	1
II. SHOP OPERATION AND MANAGEMENT (45 Hours)	
Body Shop Office and Waiting Room	1
Body Shop Building	2
Body Shop Management	3
III. COOPERATIVE EMPLOYMENT (84 Hours)	
School Requirements	3
Employment	3
IV. QUINMESTER POST TEST	
APPENDIX: QUINMESTER POST TEST SAMPLE	7

GOALS

The auto body repair trainee must be able to:

1. Demonstrate an understanding of the objectives of the course.
2. Demonstrate an understanding of proper management and operation of an automotive body shop.
3. Demonstrate an understanding of the body shop office and waiting room.
4. Demonstrate an understanding of the body shop building design and layout.
5. Demonstrate an understanding of effective body shop management.
6. Demonstrate an understanding of cooperative employment.

SPECIFIC BLOCK OBJECTIVES

BLOCK I - ORIENTATION

The student must be able to:

1. List the opportunities that are available for career in auto body and refinishing occupational field by written assignment.
2. Explain what will be expected of him as an auto body repairman by oral assignment.
3. Demonstrate skills and knowledge which will prepare him for a safety working life by actual shop practice.
4. Demonstrate pride and respect for workmanship by his performance.
5. Demonstrate an understanding and acceptance of personal responsibilities by his performance in the shop.
6. Explain the student benefits by oral assignment.

BLOCK II - SHOP OPERATION AND MANAGEMENT

The student must be able to:

1. Explain the operation and management of an auto body shop by oral assignment.
2. Explain the techniques of operating an auto body office by oral assignment.
3. Explain the techniques of proper customer relations by oral assignment.
4. Exhibit the techniques of proper record keeping by performance in the shop.
5. Explain the function of the office equipment by oral assignment.
6. Discuss the requirements for building an auto body shop by oral assignment.
7. Discuss the design and layout of an auto body shop by oral assignment.
8. Explain the techniques of managing an auto body shop by oral assignment.
9. Discuss the techniques of making accurate estimates by written assignment.

BLOCK III - COOPERATIVE EMPLOYMENT

The student must be able to:

1. Explain the cooperative employment program by oral assignment.
2. Discuss the school requirements for cooperative employment by oral assignment.
3. Explain the employer requirements for cooperative employment by oral assignment.
4. Discuss the future for auto body repairmen in the auto body repair field by oral assignment.

BLOCK IV - QUINMESTER POST

The student must be able to:

1. Satisfactorily complete the quinmester post-test by written assignment.

Course Outline

AUTOMOTIVE BODY REPAIR AND REFINISHING 3 - 9037
(Body Shop Management)

Department 48 - Quin 9037.04

I. ORIENTATION

A. Objectives of The Course
   1. Standards
   2. Methods of evaluation
      a. Oral test
      b. Written test
      c. Manipulation
      d. Diagnosis and job performance
   3. Teaching methods

B. Student Benefits
   1. Opportunities for employment
      a. Job opportunities
      b. Scope of trade
   2. Qualification for employment
      a. Job competency
      b. Attitude
      c. Dependability
      d. Pride of workmanship
      e. Experience
      f. Trade certificate
      g. Foundation for more education and training

C. Student Responsibilities
   1. Safety regulations
   2. School policies and expenses
   3. Shop rules and procedures
      a. Use and care of equipment
      b. Care of hand tools
      c. Appropriate dress
      d. Reporting loss of equipment
      e. Housekeeping
      f. Reporting defective equipment
      g. Materials and supplies
      h. Employer-employee relations
      j. Employee-employee relations

II. SHOP OPERATION AND MANAGEMENT

A. Body Shop Office and Waiting Room
   1. Customer comfort
      a. Waiting room
      b. Waiting room furniture
      c. Reading material
      d. Use of radio or television
      e. Importance of rest room cleanliness

II. SHOP OPERATION AND MANAGEMENT (Contd.)

f. Drinking fountain
2. Proper customer relations
3. Personnel required
   a. Types
   b. Dress
   c. Training
   d. Duties and responsibilities
4. Records
   a. Purpose
   b. Types
   c. Warranty
   d. Techniques of keeping records
   e. Insurance
5. Office equipment
   a. Types
   b. Manufacture
   c. Selection
   d. Function

B. Body Shop Building
1. Location of shop
   a. Zoning requirements
   b. Traffic pattern
   c. Public transportation available
2. Local building codes
3. Advantage and disadvantage of
   a. Renting
   b. Leasing
   c. Purchasing
   d. Building
4. Shop Design and layout
   a. Utilization of space
   b. Equipment selection
   c. Effective traffic flow
   d. Parking facilities
   e. Storage facilities
   f. Parts storage
   g. Supply storage
5. Shop requirements
   a. Ventiliation system
   b. Exhaust system
   c. Lighting
   d. Heat
   e. Plumbing
   f. Electrical outlets
   g. Air outlets
6. Shop safety requirements
   a. State laws
   b. County laws
   c. Local laws
   d. Insurance company

II. SHOP OPERATION AND MANAGEMENT (Contd.)

C. Body Shop Management
   1. Employee selection
   2. Salary
   3. Commission
   4. Credit techniques
   5. Collection techniques
   6. Advertising
   7. Fringe benefits offered
   8. Employee facilities
      a. Locker room
      b. Wash room
      c. Lunch room
      d. Rest rooms
   9. Employer-employee relations
   10. Employee-employee relations
   11. Employee-customer relations
   12. Work quality
   13. Competitive prices
   14. Estimates
   15. Profit sharing
   16. Profit making

III. COOPERATIVE EMPLOYMENT

A. School Requirements
   1. Attendance
   2. Academic requirements
   3. Student responsibilities

B. Employment
   1. Instructor
   2. Teacher-coordinator
   3. On-the-job training
   4. Attendance
   5. Credits
   6. Wages
   7. Future in the trade

IV. QUINMESTER POST TEST

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Basic References:

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Supplementary References

4. General Repair Tools. Albany: Delmar Publishers, Inc., 1963. Pp. 181.

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6. Toboldt, Bill. Auto Body Repairing and Repainting. Chicago: The Goodheart-Wilcox Co., Inc. 1969. Pp. 224.

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9. Wohlfield, T., and Others. Automobile Body Reconditioning. New York: McGraw-Hill Book Co., Inc., 1952. Pp. 157.

Films:

	Dade County No.
1. ABC of Hand Tools, Part I. 16mm. 18 min. Color. Sound. General Motors.	1-11397
2. ABC of Hand Tools, Part II. 16mm. 16 min. Color. Sound. General Motors.	1-11397
3. Accidents Happen to Sam. 16mm. 13 min. B/W. Sound. National Safety Council.	1-11339
4. Hammers. 16mm. 11 min. B/W. Sound. 1943. United World Films.	515
5. I Want A Job. 16mm. 26 min. B/W. Sound. Ford Motor Co.	1-11568

Films: Dade County No.

6. Know Your Car. 16mm. 15 min. B/W. Sound. 1945. 393
United World Films, Inc.

7. Pliers & Screwdrivers. 16mm. 18 min. B/W. Sound. 525
1943. United World Films, Inc.

8. Punches, Drifts & Bars. 16mm. 14 min. B/W. Sound. 527
1943. United World Films, Inc.

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A P P E N D I X

Quinmester Post-Test Sample

QUINMESTER POST-TEST

NAME_____ DATE_____ SCORE_____

The following items are multiple choice. Select the one you believe correct. Circle the letter provided at left of item.

1. The proper method to apply for a job is by:

   a. asking a friend to apply for you
   b. calling and requesting an appointment
   c. sending a telegram
   d. none of above

2. The basic requirements for an interview are:

   a. be on time
   b. personal appearance
   c. courtesy
   d. all of above

3. A dependable employee will:

   a. be punctual and call in when ill
   b. work whenever he wants to
   c. not take a bus to work
   d. none of above

4. Idle time on the job can be used to:

   a. do housekeeping
   b. sleep
   c. play cards
   d. go for a pleasure ride

5. Cooperation is necessary for:

   a. employer-employee relations
   b. employee-employee relations
   c. employee-customer relations
   d. all of above

6. Quality workmanship will produce:

   a. nothing
   b. a law suit
   c. repeat business
   d. none of above

7. Telephone messages should always be:

   a. forgotten
   b. taken in writing
   c. discarded
   d. none of above

8. Using seat covers and fender covers will aid in the delivery of a:

   a. dirty car
   b. total wreck
   c. clean car
   d. none of above

9. To assist in public relations, you should:

   a. be loyal to your employer
   b. be loyal to your company
   c. use the products you sell or service
   d. all of above

10. When answering the phone, always:

   a. speak clearly and into the mouthpiece
   b. identify company and person speaking
   c. be courteous and complimentary
   d. all of above

11. The objectives of an auto body repair business is to:

   a. make a profit
   b. keep the business solvent
   c. perform cheaper work
   d. a and b are correct

12. Money owed to the company is:

   a. accounts payable
   b. accounts receivable
   c. delinquent accounts
   d. none of the above

13. Money owed by the company is:

   a. accounts payable
   b. accounts receivable
   c. delinquent accounts
   d. none of the above

14. Profit minus expenses equals:

a. net profit
b. gross expenses
c. gross income
d. none of the above

15. For good record keeping, you should consult a:

a. certified public accountant
b. mechanic
c. telephone operator
d. office typist

16. The service manager's responsibility is to:

a. assign jobs
b. receive reports
c. answer inquiries
d. all of the above

17. Shop scheduling of jobs depend on:

a. skills available
b. equipment available
c. work days available
d. all of the above

18. Assignment of a job to the mechanic depends on:

a. skill level required to do the job
b. amount of the total price
c. discount given to the customer
d. equipment in the shop

19. Customer work should be set up on a:

a. first come, first served basis
b. appointment basis
c. anytime basis
d. monthly basis

20. Customer relations involves:

a. getting customer
b. effective service
c. follow through
d. all of the above

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QUINMESTER POST-TEST ANSWER KEY

1. b
2. d
3. a
4. a
5. d
6. c
7. b
8. c
9. d
10. d
11. d
12. b
13. a
14. a
15. b
16. d
17. d
18. a
19. b
20. d